LPCLICK

SERVICE MANAGEMENT SYSTEM

[Mobile Application]

Business Case

USER REGISTRATION:

All Residents and Employees data will be registered into system by Facility Manager as per below mentioned FORM.

Note: Initial data will be uploaded in bulk.

Lakhani Presidency
Residents & Employees Login Details

Name	

Mobile Number		**Apartment No.**	
Tower		**User ID**	

For Employees Only

Designation:		Department:	

Password	

Resident Detail will be uploaded into system

LOGIN SCREEN:

In order to secure application serviceability, a LOGIN ID and PASSWORD will be provided to all RESIDENTS and EMPLOYEES.

Note: Data is available in Registration Form

First Screen

Lakhani Presidency
Service Management System

Login ID   [_____]

Password   [_____]

SERVICE / COMPLAIN REGISTER PROCESS:

After LOGIN, basic information will be populated automatically and Resident will select Service Category and enter Detail.

Note: Ticket Number will be generating once Resident hit on Submit button

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Lakhani Presidency
Service Management System

Resident Name:	*Default Value*	**Cell Number:**	*Default Value*
Apartment Number	*Default Value*	**Tower:**	*Default Value*
Date	*Default Value today date*	**Service Category:**	*Input Value*

Service Detail

Write detail of Service Request

[Submit]

Note: Ticket Number will be generate once Resident Submit

Service Category (Input Value)
Cleanliness
Plumbing
Carpenter
Elevator
Garbage Chute
Electrical
Parking
Security
Club House
Generator
Access System
CCTV
Ambulance
Water
Other

ASSIGNMENT OF TICKET:

Based on Service Category, Ticket will be assigned to respective supervisor and status will be change to ASSIGNED.

Note:

Facility Manager will provide Responsible Supervisors Name against each category and their LOGIN Detail will be entered into system.

Every Ticket will be sent to Front Desk officer & Facility Manager for monitoring and follow-up.

Front Desk employees can create Ticket on behalf of Resident (Senior Citizen or Luddite)

Lakhani Presidency
Service Management System

Assign to Respective Department Automatically

Cleanliness	Mr. ABC (Assign to Supervisor)
Plumbing	Mr. ABC (Assign to Supervisor)
Carpenter	Mr. ABC (Assign to Supervisor)
Elevator	Mr. ABC (Assign to Supervisor)
Garbage Chute	Mr. ABC (Assign to Supervisor)
Electrical	Mr. ABC (Assign to Supervisor)
Parking	Mr. ABC (Assign to Supervisor)
Security	Mr. ABC (Assign to Supervisor)
Club House	Mr. ABC (Assign to Supervisor)
Generator	Mr. ABC (Assign to Supervisor)
Access System	Mr. ABC (Assign to Supervisor)
CCTV	Mr. ABC (Assign to Supervisor)
Ambulance	Mr. ABC (Assign to Supervisor)
Water	Mr. ABC (Assign to Supervisor)
Other	Mr. ABC (Assign to Facility Manager)

Note: Ticket Number will be assign and Status will be populate ASSIGN

Ticket Status
Open
In-Progress
Completed
Closed

COMPLETION OF TASK:

Supervisor will change Ticket Status COMPLETED once task is finished by respective employees of his/her team.

Lakhani Presidency
Service Management System

Resident Name:	*Default Value*	**Cell Number:**	*Default Value*
Apartment Number	*Default Value*	**Tower:**	*Default Value*
Date	*Default Value today date*	**Service Category:**	*Input Value*

Service Detail

Write detail of Service Request

Submit

Note: Ticket Number will be generate once Resident Submit

Complete

RESIDENT RESPONSE:

Resident will provide response / feedback after completion of services and click on close button.

Lakhani Presidency
Service Management System

Ticket Number	*Default Value*	**Completion Date**	*Default Value today date*
Resident Response	*Input Value*	**Date**	*Default Value today date*
Resident Feedback	*Write reasoning in case of Not Satisfied*		

<div style="border:1px solid; text-align:center">**Close**</div>

Note: Ticket status will be changed to CLOSED after completing feedback by Resident

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Residence Response
Satisfied
Not Satisfied

VIEW TICKET STATUS:

Resident can see status of their service by entering Ticket Number

Lakhani Presidency
Ticket Status Report

Ticket Number	*Default Value*	**Cretation Date:**	*Default Value*
Service Category	*Default Value*	**Current Status:**	*Default Value*
Complain Detail	*Default Value*		

MANAGEMENT REPORT:

Management can see detailed report of all tickets with resolution time and satisfaction ration of Resident.

Lakhani Presidency
Service Management System   From Period [   ]   To Period [   ]
Management Report

Ticket Number	Resident Name	Apartment Number	Tower	Service Category	Creation Date	Current Status	Completion Date	Resident Response	Resulation Time (Days)

SCOPE OF APPLICATION:

LPCLICK (Name of Application to memorize residents)

ALL-IN-ONE (for complains + bookings)

Resident CONVENIENCE (No more phone calls)

TRANSPARENCY in Services (accountability)

Eradicate MANUAL FORM

Provide HOLISTIC VIEW of employee performance

Help in service IMPROVEMENT based on feedback by resident